

Laptop Loan Policy

Montana Secretary of State's Office

Laptop computers and portable projectors are available for short-term loan from the IT Unit. These units are not intended to replace primary work site computers. They are available for use only to employees and/or contractors that:

- Need to perform work off-site.
- Need to take minutes or notes at meetings, conferences, etc.
- Need to make presentations at meetings, conferences, etc.
- Need to make visual presentations for training purposes, or perform interactive training sessions with customers.

Employees and/or contractors are allowed to have only one laptop on loan at a time. However, supervisors or managers are allowed to request more than one laptop for training purposes. Employees and/or contractors must read this policy statement, and agree to its terms and conditions with each equipment loan. A copy of this policy statement will be provided to each borrower for his or her reference.

Loan Procedure

Reservations for laptops must be placed in advance (not less than 2 business days) by completing and signing a Laptop Reservation Form available from the IT Unit. This is necessary in order to adequately schedule the distribution of laptops and IT staff time. Information that you must offer in your Laptop Reservation Form includes:

- Timetable for use
- Intended use
- Anticipated travel with unit

All loans require approval from the Security Officer or the Backup Security Officer, and approval from the employee's supervisor. The IT Unit cannot guarantee that a laptop will be available, since laptops are provided on a first come, first served basis. An equipment loan may not exceed one year, and such extended request must be reviewed annually.

Employees are required to report any problems experienced with the laptop during their loan period. If a laptop is not returned by the predetermined deadline, the borrowing employee will be contacted and asked to return it, and the employee's supervisor may be notified.

For extended loans, the equipment must be inspected by the IT Unit monthly, by the fifth of each month, to verify working condition, software updates, and virus protection.

Hours and Contact Information

All laptop loan arrangements must be made through the IT Unit. The contact for this service is:

- E-mail Address: SOS INFO_SERVICES
- Location: SOS Annex

A copy of this policy statement and the reservation form are available at sos.mt.gov/MSB/employees/index.asp. Completed self-printed versions of these Web documents will be accepted.

Laptops are to be picked up and dropped off during regular business hours at the office. If other arrangements need to be made for pickup and drop off, the IT Unit must be given at least 2 days notice.

The working condition of the laptop will be assessed prior to delivery and upon its return. Please allow sufficient time for this assessment to take place.

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Orientation

Orientation sessions are mandated for first time borrowers of laptop units. These 15-minute sessions include basic instruction in use of the laptop and terms and conditions for loan. Please allow adequate time prior to picking up the laptop unit to receive instruction. Longer orientation sessions are available upon request.

Laptop Computers Supported

In order to provide consistent service, adequate user support, and to ensure network compatibility, SOS offers and supports only the following models of laptop computer:

- Dell Latitude D505

All units provided by the IT Unit for employee use are pre-configured with the following software suite and hardware components:

- Microsoft Windows XP
- Microsoft Internet Explorer IE6
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Citrix Client Access
- Eset NOD32 Anti-Virus
- Webmail Shortcut
- Adobe Acrobat Reader 8.0
- Modem
- 10/100 mbps network adaptor (integrated)
- Wireless network adaptor (integrated)
- Battery pack
- AC Adapter

SOS policy prohibits any users from installing any additional software or hardware. If required, any additional software or hardware installation must be requested through the IT Unit. Any component installed must not disable or alter the functionality of the pre-included software or hardware and must be virus-free.

Notice: Unauthorized copying of software is a violation of State's acceptable computer use policy, and is illegal as software is protected by copyright law. Unauthorized duplication is a Federal crime, whether the duplication is done for profit or for free distribution.

Maintenance

All laptops are covered under the laptop manufacturer's limited warranty. Damage not covered by the manufacturer's warranty or the IT Unit includes:

- Accident.
- Loss or theft
- Unreasonable use, abuse, neglect, and alternations.
- Improper service, improper installation, and improper connections with peripherals.
- Other causes not arising out of defects in materials or workmanship.
- Any service or repair provided outside the scope of the limited warranty.

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- Damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty repair or other repair service.

Any attempts to dismantle or repair the laptop unit oneself will invalidate the manufacturers warranty.

Employees using the laptop loan service may contact the IT Unit for standard system support or in order to notify the IT Unit of any problems encountered during their loan period.

Security

Users are responsible for damage to and/or loss or theft of loaned laptop units. In order to avoid loss or theft, please follow these guidelines:

- Airports: Never leave the laptop unattended. Do not check the laptop as baggage. Exercise diligence in watching the laptop as it is passed through any x-ray devices. Ensure that your laptop is fully charged prior to airport screening. Recent security measures require you to test the laptop at checkpoints and prior to boarding.
- Cars: Keep the car locked and the laptop out of view. Ensure that the laptop is securely stored so that it does not slide while driving. Avoid storage of the laptop in a car during very hot or very cold weather. Ensure laptop is well-padded to avoid external or internal damages.
- Home: Remind family members and friends that the laptop is only for your use, and that non-employee/contractor use is strictly prohibited. Keep the laptop in an area that would restrict access by family members or friends if possible.

Lost, damaged or stolen laptops will be the borrower's responsibility. The borrower must report all incidents immediately to their supervisor and to the IT Unit, followed by a formal written description of the incident within 24 hours.

Users are responsible for performing their own data backups. The IT Unit is not responsible for any files left on any laptop or for loss of or damage to a user's files during the loan period. The IT Unit is also not responsible for any computer viruses transferred to or from a user's portable storage media while using the laptop.

Visiting Laptops

Visiting laptops must not be plugged into any network port without permission and assistance from the IT Unit since it could be disruptive or destructive to the state network. Violation could result in permanent ban of visiting laptop use. If an employee chooses to bring in a visiting laptop, be prepared to provide the following information: In general, visiting laptops are not supported by the IT Unit.

- Computer type.
- Planned location for use.
- Plans for current and future use.

Short-term contract workers or consultants in the employ of the Secretary of State's Office will be provided with a laptop for the duration of their stay if required. If they wish to provide their own laptop, the same visiting laptop rules apply. In the event of laptop loan from the IT Unit, the loan of a laptop must be sponsored by a current manager overseeing the work of the contract worker or consultant, and that employee may be held partially responsible for any damages incurred.